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ABSTRACT

In November 1991, the State Librarian (Michigan) established a committee to review and revise the standards of service for the blind and physically handicapped. These revised standards define the general responsibilities of Michigan subregional libraries to their regional libraries and their borrowers. Responsibilities cover basic services such as the provision of informational and recreational books and magazines in special format along with the necessary audio playback equipment, accessories, and materials. Regional libraries are directed to conduct annual assessments to determine if the minimum standards are being met. General responsibilities of the state library to the network of libraries for the blind and physically handicapped concern funding, reporting procedures, liaison, collections, and marketing. The regional libraries have similar responsibilities to subregional libraries, which, in turn, have standards that assure uniform quality services to users. These encompass: (1) compiling statistical (readership, circulation, and machine inventories) and evaluative (assessment of subregional libraries' services) reports; (2) serving as liaison between the National Library Service for the Blind and Physically Handicapped (NLS), multistate centers, and subregional libraries, and providing consultant, technical, and reference assistance to subregional library staff; (3) lending, maintaining, and repairing disc and cassette machines and accessories; (4) providing support related to library collections, including maintaining a complete NLS (disc and cassette) collection as backup; (5) providing marketing services; (6) providing telephone access to patrons; and (7) coordinating volunteer efforts. Nine appendixes describe applicable statutes, list libraries, and define policies. (SLD)

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Library of Michigan

Michigan Network of Libraries for the Blind and Physically Handicapped

1993 Revised Standards for Subregional Libraries

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TABLE OF CONTENTS

Preface ***3***

Foreward ***4***

Introduction ***5***

Background 5

History of Service 5

National Standards 5

Development of Standards for the Michigan Network 6

Funding 6

Federal Support 6

State Support 7

Local Support 7

Policies and Procedures 7

General Responsibilities 8

A. General Responsibilities of the Library of Michigan to the Michigan Network of Libraries for the Blind and Physically Handicapped 8

B. General Responsibilities of Regional Libraries to Subregional Libraries 9

Minimum and Ideal Standards for Subregional Libraries ***11***

A. Liaison 11

B. Staff 11

C. Registration/Updating Borrower Files 12

D. Circulation 13

E. Machine Lending 13

F. Facilities 13

G. Collections 14

H. Marketing 15

I. Borrower Contact 15

J. Volunteers 15

Appendices

A. Federal and State Statutes 16

B. Michigan Regional and Subregional Libraries 17

C. Library of Michigan Service for the Blind and Physically Handicapped Loan Policy 18

D. Wayne County Regional Library for the Blind and Physically Handicapped Loan Policies 20

E. Library of Michigan Service for the Blind and Physically Handicapped Collection Development Policy 22

F. Wayne County Regional Library for the Blind and Physically Handicapped Collection Development Policy 24

G. Library of Michigan Service for the Blind and Physically Handicapped Interlibrary Loan Policy and Procedures 26

H. Wayne County Regional Library for the Blind and Physically Handicapped Interlibrary Loan Policy 30

I. National Library Service for the Blind and Physically Handicapped Sublending Agency Service Agreement for Sound Reproducers and Other Reading Equipment 31

J. American Library Association, *Revised Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped, 1984, Table 2, Guidelines for Determining Minimum Space Requirements* 35

Glossary ***36***

Preface

In November 1991 the State Librarian established a committee to review and revise the *1985 Standards for Library of Michigan Service for the Blind and Physically Handicapped Network Libraries*. Committee members were:

Rebecca Cawley, Director, Northland Library Cooperative, Alpena

Suzanne Dees, Director, Superiorland Library Cooperative, Marquette

Carole Hund, Subregional Librarian, Oakland County Library for the Blind and Physically Handicapped, Farmington Hills

Pat Klemans, Regional Librarian, Wayne County Regional Library for the Blind and Physically Handicapped, Wayne

Elizabeth Winsche, Director, Muskegon County Library, Muskegon

Stephen E. James (representing the State Librarian), Statewide Library Programs Director, Library of Michigan, Lansing

Edith Darling Heezen (recorder), Patron Services Coordinator, Library of Michigan Service for the Blind and Physically Handicapped, Lansing

Margaret Wolfe (chair), Administrator, Library of Michigan Service for the Blind and Physically Handicapped, Lansing

The committee convened on 28 January 1992. During February through May, committee members reviewed and revised several drafts of these standards. The final draft was then distributed to network fiscal agents, directors and librarians in May 1992. Comments were received from this group and incorporated into the final document.

Foreward

1992 Revised Standards define the general responsibilities Michigan subregional libraries have to their regional library and to their borrowers. The standards cover basic services as provided by the subregional library. Basic services refer to the provision of informational and recreational books and magazines in special format and accompanying audio playback equipment, accessories and materials. These services are provided to adults, young adults and children who are unable to use standard printed materials because of a visual or physical handicap.

These standards are intended to provide guidance and to encourage uniform quality service to blind and physically handicapped Michigan residents. Subregional libraries should meet minimum standards. Every attempt should be made to meet ideal standards. As part of its oversight and coordinating responsibility, the regional library will conduct annual assessments to determine if minimum standards are maintained and the extent to which each library achieves ideal standards. Achieving minimum or ideal standards does not affect federal or state funding.

Introduction

Background

History of Service

A free national program of braille and recorded materials for blind and physically handicapped persons is administered by the National Library Service (NLS) for the Blind and Physically Handicapped, Library of Congress. Network libraries are regulated by federal and state statutes (Appendix A). With the cooperation of authors and publishers who grant permission to use copyrighted works, NLS selects and produces full-length books and magazines in braille and on recorded disc and cassette. Reading materials are distributed to a cooperating network of regional and subregional (local) libraries where they are circulated to eligible borrowers. Reading materials and playback machines are sent to borrowers and returned to libraries as free matter for the blind and physically handicapped. Established by an act of Congress in 1931 to serve blind adults, the program was expanded in 1952 to include children, in 1962 to provide music materials and again in 1966 to include individuals with other physical impairments that prevent the reading of standard print.

Michigan has two regional libraries and eleven subregional libraries which form the Michigan network of libraries for the blind and physically handicapped (Appendix B). The two regional libraries are: the Library of Michigan Service for the Blind and Physically Handicapped which provides braille service to all of Michigan and recorded book service to all of Michigan except Wayne County; and the Wayne County Regional Library for the Blind and Physically Handicapped which provides recorded book service to Wayne County residents only.

The eleven subregional libraries are located in Alpena, Ann Arbor, Clinton Township, Detroit, Farmington Hills, Flint, Grand Rapids, Marquette, Muskegon, Port Huron and Traverse City. Subregional libraries provide recorded book service to eligible blind and physically handicapped individuals and institutions at the local level. They lend books recorded on disc and audio cassette tape and the equipment on which to play them; assist borrowers in the selection of books; register new borrowers; publicize services to encourage use by as many eligible borrowers as possible; enlist assistance and support for services from civic groups, volunteers, special interest groups and the news media; forward requests to the regional library for material the subregional library cannot supply; and encourage borrowers to use local library services and to become involved in regular library activities.

National Standards

Development of national standards began in 1957 when the American Foundation for the Blind published Francis R. St.John's *Survey of Library Services for the Blind* which included a set of basic standards. In 1961, the American Library Association (ALA) Round Table on Library Service to the Blind and the Library of Congress Division for the Blind cooperatively published *Standards for Regional Libraries for the Blind*. In 1977, the Library Service to the Blind and Physically Handicapped Section of Health and Rehabilitative Library Services Division of ALA appointed a committee to draft new standards. The committee's work was completed and ap-

proved by the Board of Directors of the newly organized ALA division, the Association of Specialized and Cooperative Library Agencies (ASCLA) in 1979. *The Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped* was published by ALA in 1979. In the fall of 1982 ALA/ASCLA established a project for the revision of the 1979 standards; in the summer of 1984, *Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped* was issued by ALA based on several years' experience with the former standards. The Revised Standards (1984) provide the current national guidelines for service. There is a plan to begin review of the *Revised Standards* in 1992.

Michigan's two regional libraries adhere to the ALA 1984 *Revised Standards*. A NLS network consultant visits each regional library on a biennial basis and prepares a written report based on observations and documents supplied by the regional library. The report uses the *Revised Standards* as the basis for its findings and recommendations.

Development of Standards for the Michigan Network

Because administrations, libraries, community needs and local funding are different for each subregional, each member of the Michigan network offers a unique service, tailored to the host community. In an attempt to ensure that all network libraries provide uniform, quality service to patrons in the service area, a committee was convened in 1983 to draft statewide standards. These standards were developed following ALA's *Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped*, 1979. On 28 September 1983, *Standards for Lansing, Michigan Subregional Libraries for the Blind and Physically Handicapped* were presented to and accepted by the Michigan Legislative Council. The approved standards were published and distributed statewide.

The Michigan *Standards* were reviewed and revised in 1984 and again in 1985. In FY 1992 network libraries were eligible to apply for service contracts using Library Service and Construction Act (LSCA) Title I funds. Contract monies can be used to fund daily operational activities. This new source of funding, in conjunction with the automation of circulation and patron processing activities at network libraries with the help of LSCA funds, made it necessary to review and revise the 1985 revised standards. The *1992 Revised Standards for the Michigan Network of Libraries for the Blind and Physically Handicapped* were presented to and accepted by the Michigan Legislative Council on April 28, 1993. The *1992 Revised Standards* will be reexamined after ALA revises the national standards, i.e. *1984 Revised Standards for the Library of Congress Network of Libraries for the Blind and Physically Handicapped*.

Funding

The Library of Michigan Service for the Blind and Physically Handicapped is entirely funded by the State of Michigan. The Wayne County Regional and the eleven subregional libraries for the blind and physically handicapped are supported with a combination of federal, state and local funds.

Federal Support

The National Library Service (NLS) for the Blind and Physically Handicapped of the Library of Congress provides each library in the national network with materials and equipment, reference and bibliographic support, publications and consultant and technical assistance. NLS does not provide any direct financial support.

The Library of Michigan has awarded LSCA Title I grant funding to network libraries since 1978. These discretionary grants are awarded to assist network libraries in developing new and innovative programs and services. During FY 1990 and FY 1991, $477,142 of LSCA Title I funds were expended for the implementation of the Reader Enrollment and Delivery System (READS) in network libraries. READS is a software package developed by NLS which automates circulation and record keeping activities for NLS network libraries. Use of this system enables network libraries to provide improved services to registered borrowers. Beginning in FY 1992, LSCA Title I service contracts, with amounts based on the number of persons being served, were awarded to network libraries to support daily operations.

State Support

The Library of Michigan has worked to secure state funds for support of network library services since 1983. The Library of Michigan Board of Trustees recommended a five-year phase-in to achieve full state funding, proposed at a level of $688,000, at their 9 March 1984 meeting for the network. In FY 1984, the Michigan Legislature included a line item in the Library of Michigan's budget for network library services for the first time, with an appropriation of $140,000. These monies were distributed equally among the Wayne County Regional Library for the Blind and Physically Handicapped and existing subregional libraries, excluding the Library of Michigan Service for the Blind and Physically Handicapped. The appropriation was doubled in FY 1989. Subsequently, the level of funding has varied in direct proportion to State of Michigan budget changes.

In October 1989, the Library of Michigan published *Information At Risk: Michigan Libraries in the 1990's*. This advisory report was prepared by the Library of Michigan Board of Trustees Task Force on Interdependency and Funding. A recommendation in the report defined adequate state funding for subregional libraries serving Michigan's blind and handicapped citizens as an appropriation of one million dollars. Since the report was published, the Library of Michigan has annually asked the Michigan Legislature for an appropriation of one million dollars for subregional services.

Local Support

Federal and state funding is not intended to supplant local financial support. Network libraries are therefore encouraged to seek substantive local support for the service. This has been achieved in varying degrees throughout Michigan.

Policies and Procedures

Michigan's two regional libraries have developed written policy statements for loaning materials to borrowers, for interlibrary loan and for collection development (Appendices C through H). **Subregional libraries may adopt their regional library's policies, or, with the approval of their regional library, develop local policies**.

NLS provides each network library with a *Network Library Manual*. This manual gathers in one place background and procedural descriptions of the NLS programs and its network of cooperating libraries. It is meant to serve as a reference source for network staff when policy and procedure questions arise and as a referral and resource guide for questions unanswered in the manual and requiring clarification from NLS staff members. All Michigan libraries for the blind and physically handicapped have access to and rely upon this federal manual.

It is strongly recommended that each library in the Michigan network develop a local procedures manual.

General Responsibilities

General Responsibilities of the Library of Michigan to the Michigan Network of Libraries for the Blind and Physically Handicapped

The Library of Michigan has the following responsibilities to the Michigan network of libraries for the blind and physically handicapped:

Funding

1. Work with network libraries to seek adequate local and state funds to support activities at each network library.
2. Make LSCA funded, service contracts available for the support of daily operational activities at network libraries.
3. Encourage network libraries to apply for LSCA discretionary grants in appropriate categories.

Reports, Statistical and Evaluative

Prepare and issue a comparative annual report containing statistical information compiled from individual annual reports received from network libraries.

Liaison

1. Coordinate the review and revision of *Standards for the Michigan Network of Libraries for the Blind and Physically Handicapped* as needed.
2. Host an annual meeting between the State Librarian and directors, fiscal agents and librarians from the Michigan network to discuss fiscal issues and other relevant matters.
3. Coordinate and chair regular meetings of network librarians.
4. Coordinate ad hoc meetings as needed to discuss in detail items of special interest to the network.
5. Provide statewide workshops on issues of interest to the network.
6. Coordinate the purchase of supplies and materials when appropriate.

Collections

Maintain a complete NLS braille collection and directly serve all registered braille borrowers in Michigan, including Wayne County residents.

Marketing

Publicize and promote library services at the state level in coordination with network libraries.

General Responsibilities of Regional Libraries to Subregional Libraries

Michigan's two regional libraries have the following responsibilities to their subregional libraries:

Reports, Statistical and Evaluative

1. Provide each subregional library with an annual written assessment of its services based on the *1992 Revised Standards*.
2. Coordinate and compile readership and circulation statistics on a monthly, semi-annual and annual basis.
3. Coordinate, compile and submit subregional and regional machine inventories on a monthly basis to NLS.

Liaison

1. Provide consultant, reference and technical assistance as needed to subregional librarians, library directors, administrators and/or governing boards. Includes a minimum of one (1) telephone call per week and an annual visit to the subregional library.
2. Serve as liaison between NLS, the multistate centers and subregional libraries.
3. Coordinate services, procedures and communication with subregional libraries.

Machine Lending

1. Furnish each subregional library with disc and cassette machines and machine accessories.
2. Maintain and repair equipment.
3. Maintain a master machine file which indicates the location and status of equipment.

Collections

1. Provide backup reference and on-line data base searching.
2. Maintain a complete NLS collection (disc and cassette) to be used as backup for subregional library collections.
3. Perform interloan functions for subregional libraries with the regional libraries, multistate centers, other libraries in the NLS network and/or agencies as requested following procedures outlined in the Library of Michigan Service for the Blind and Physically Handicapped Interlibrary Loan Policy or the Wayne County Regional Library for the Blind and Physically Handicapped Interlibrary Loan Policy (Appendices G and H).
4. Maintain and circulate magazines to registered individuals and institutions which are not directly mailed to borrowers from the producer.

Marketing

1. Publish a newsletter which includes information regarding activities at subregional sites. Encourage subregionals to submit information for inclusion in the newsletter.

2. Work with subregional libraries to develop public education and outreach programs.
3. Coordinate NLS publicity programs.

Borrower Contact

Provide telephone access free of charge to patrons.

Volunteers

1. Coordinate activities of individual volunteers to record or braille materials needed by network patrons.
2. Coordinate efforts of machine-repair volunteers.
3. Provide workshops to orient and train volunteers and subregional support staffs.

Standards for Subregional Libraries

Minimum and Ideal

Michigan's subregional libraries will use the following standards to provide uniform, quality services to Michigan's blind and physically handicapped residents.

A. Liaison. Subregional libraries shall provide their regional library and NLS with statistics, evaluations, reports and plans for the coming year as required. They shall keep their regional library informed of activities, concerns and problems that arise. They shall maintain regular communication with other network libraries and public libraries in the geographic area served by the subregional library.

Minimum standards

1. Maintain monthly circulation statistics. Submit statistics to the regional library within three working days of the end of the monthly reporting period. Semi-annual circulation statistics will be compiled by the regional library and submitted to NLS.
2. Maintain monthly statistics regarding machine inventories. Submit statistics to the regional library by the last working day of the month. Semi-annual statistics will be compiled by the regional library and submitted to NLS.
3. Send subregional librarian or designee to regularly scheduled meetings of network libraries and other ad hoc committee meetings, programs or workshops as appropriate.
4. Provide regional library and NLS with annual reports.

Ideal standards

1. Develop goals and objectives which are included in the annual report to the regional library.
2. Establish interactive communication with public libraries in the subregional library's geographic service area. This communication will serve two purposes: 1) to inform public libraries about subregional library service and activities; and 2) to inform subregional library of public library services and activities that may be of interest to subregional library borrowers.
3. Send subregional librarian to NLS three-day orientation.
4. Send subregional librarian or designee to yearly regional or national conferences of the NLS network.

B. Staff. The subregional library shall provide sufficient staff to direct and run the service. This staff should possess strong communication skills, be able to work effectively with handicappers, possess skills in community awareness and have, if possible, related work or volunteer experience with the population served.

Minimum standards

1. For subregional libraries with less than five hundred borrowers, have a minimum of 2.0 FTE paid staff one of whom should be designated as subregional librarian. If the subregional librarian does not have a MLS degree, the service shall be supervised by a professional librarian who may have other supervisory and/or professional responsibilities.

2. For subregional libraries with five hundred to one thousand borrowers, have a minimum of 2.5 FTE paid staff, one of whom should be designated as subregional librarian. If the subregional librarian does not have a MLS degree, the service shall be supervised by a professional librarian who may have other supervisory and/or professional responsibilities.
3. For subregional libraries with one thousand to fifteen hundred borrowers, have a minimum of 3.0 FTE paid staff, one of whom should be a professional librarian who is designated as subregional librarian.
4. For subregional libraries with fifteen hundred to two thousand or more borrowers, have a minimum of 3.5 FTE paid staff, one of whom should be a professional librarian who is designated as subregional librarian.
5. Provide written job descriptions for all paid positions and volunteer positions.
6. Encourage staff to participate in continuing education activities relating to blind and physically handicapped library services.

Ideal standards

1. For subregional libraries with less than five hundred borrowers, have a minimum of 3.0 FTE paid staff, one of whom should be a professional librarian who is designated as subregional librarian.
2. For subregional libraries with five hundred to one thousand borrowers, have a minimum of 3.5 FTE paid staff, one of whom should be a professional librarian who is designated as subregional librarian.
3. For subregional libraries with one thousand to fifteen hundred borrowers, have a minimum of 4.0 FTE paid staff, one of whom should be a professional librarian who is designated as subregional librarian.
4. For subregional libraries with fifteen hundred to two thousand or more borrowers, have a minimum of 4.5 FTE paid staff, one of whom should be a professional librarian who is designated as subregional librarian.
5. Ensure staff participation in continuing education activities relating to services for blind and physically handicapped and general librarianship.

C. **Registration/Updating Borrower Files**. Subregional libraries shall register new borrowers and inform their regional library of address changes, magazine requests, cancellations, transfers and other relevant information.

Minimum standards

1. Process applications for new borrowers within one week of receipt.
2. Contact each new borrower within two weeks after receipt of application either by telephone or in person. A letter should be sent if unable to contact directly.
3. Maintain and update borrower files; forward requests for magazines, address changes and other relevant information to the regional library.
4. Maintain Comprehensive Mailing List System (CMLS) records.
5. Transfer borrowers from geographic service area to other network libraries as appropriate.

Ideal standards

1. Arrange to introduce new borrowers to the service through direct contact. This can be accomplished by telephone or in-person at the library or at another site using subregional library staff, other agency or organization staff or volunteers.
2. Contact new borrowers by telephone two and six months after service begins tc discuss service options and answer questions. A letter should be sent if unable to contact new borrower by telephone.

D. Circulation. Subregional libraries shall provide mail and walk-in recorded book service to registered borrowers in their specified geographic area. They shall provide borrowers with recorded books from personal request lists, assist borrowers in book selections, make library selections as necessary and refer requests to their regional library for materials not available in the subregional library's collection.

Minimum standards

1. Offer service on a turnaround basis or on a specified time/quantity schedule.
2. Offer request and reserve options.
3. Offer turnaround time for circulating books of no more than one week if this service option is selected.
4. Respond to requests for immediately needed items within two working days if books are available.
5. Forward borrower interlibrary loan requests to the regional library within three working days following established procedures.

Ideal standards

1. Offer a turnaround time for circulating books within one working day if this service option is selected.
2. Keep a master copy of popular cassette titles and duplicate in sufficient quantity to meet borrower needs.

E. Machine Lending. Subregional libraries shall fulfill the terms of the NLS Sublending Agency Service Agreement (Appendix I).

Minimum standards

1. Assign and issue available equipment in accordance with the NLS Sublending Agency Service Agreement.
2. Advise regional library of machine transactions.
3. Have a staff member coordinate equipment repair and perform routine maintenance.

Ideal standard

Have a staff member knowledgeable and experienced in equipment repair who is able to repair equipment and who trains and coordinates staff or volunteers who repair equipment.

F. Facilities. Subregional libraries shall have sufficient space for effective working conditions and shelving of recorded book collections. Subregional libraries should be accessible to the public sufficient hours per week to serve their constituency.

Minimum standards

1. Provide sufficient space for efficient shelving of recorded book collections, i.e., enough space to shelve a retrospective two year recorded book collection as defined in standard G.1 plus expansion room for one additional year of recorded books for a total of three years of collections.
2. Provide sufficient work space for staff to effectively charge and discharge materials and maintain borrower records.
3. Offer borrower access for a minimum of thirty-five hours per week, fifty-two weeks per year.

Ideal standards

1. Offer borrowers a fully accessible collection in a barrier free environment.
2. Provide sufficient space for effective working conditions for staff and a reception and reading/working area for borrowers. Table 2 of the ALA *Revised Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped, 1984* (Appendix J) can be used to assist in determining space and usage requirements.

G. Collections. Subregional libraries shall maintain a limited recorded book collection of NLS mass produced English language titles. They shall advise borrowers of the availability of recorded foreign language materials from the two regional libraries and braille materials from the Library of Michigan Service for the Blind and Physically Handicapped. They should maintain or have access to reference collections on handicapping conditions and should serve as an access point for information about agencies and services.

Minimum standards

1. Maintain a recorded book collection of at least one copy of each English language title mass produced in the previous two years by NLS.
2. Have knowledge of sources regarding handicapping conditions and refer individuals as appropriate.
3. Identify appropriate materials, equipment and services in local public libraries and encourage borrowers to use this information to supplement services from network libraries.
4. Evaluate the collection annually and weed titles using the NLS XESS procedure.
5. Open and visually inspect disc and cassette containers of returned books, rewinding tapes as necessary and removing damaged or partial books from the circulating collection.

Ideal standards

1. Maintain a retrospective NLS collection which meets the needs of local borrowers.
2. Maintain or have access to reference collections on handicapping conditions and serve as an access point for information about agencies and services.
3. Provide or have access to a circulating large print collection making it available to borrowers in the subregional library's geographic service area.
4. Clean, repair and/or replace disc and cassette books and containers as they are returned.

H. Marketing. Subregional libraries shall publicize recorded book, braille and/or large print services to encourage use by as many eligible individuals as possible.

Minimum standards

1. Participate in statewide marketing activities.
2. Contact local radio and/or television stations to encourage use of NLS and regional library news releases, radio and/or television spot announcements and other public education materials as they are made available.
3. Distribute NLS, regional library and subregional library brochures, newsletters and other public education materials to local public libraries and other appropriate agencies or organizations.
4. Address local groups and organizations about available services.

Ideal standards

1. Develop and implement formal marketing plans for the geographic area served.
2. Establish ongoing interactive communication with local agencies or organizations serving blind and physically handicapped residents.

I. Borrower Contact. Subregional libraries shall maintain regular contact with all borrowers in the geographic area served.

Minimum standards

1. Attempt to contact all borrowers who have been inactive for six months to determine whether they wish to continue service. If still inactive six months later, cancel and attempt to retrieve equipment and reading materials.
2. Provide free telephone access to borrowers during the hours the subregional library is open.

Ideal standards

1. Survey borrowers every two years to evaluate consumer satisfaction, update reading interest areas, offer new service options or other appropriate matters.
2. Produce and distribute a subregional library newsletter on a regular basis.
3. Develop programs for borrowers, based on needs and interest as defined by borrowers, such as consumer involvement committees, summer reading programs and book discussion clubs.
4. Develop and implement an ongoing plan to acquire, maintain and update information about programs at local public libraries and about services available through other agencies or organizations.

J. Volunteers. Subregionals should use volunteers as appropriate.

Minimum standards

1. Train and use volunteers as appropriate.
2. Have written job descriptions for volunteers.
3. Publicly recognize the services of volunteers on an annual basis.

Ideal standards

1. Use volunteers to support activities which supplement the basic program of service.
2. Review and evaluate utilization of volunteers in the subregional library.

Federal and State Statutes

Network libraries are regulated by the following federal and state statutes:

Federal Statutes:

1. Books for the Adult Blind Act (Pratt-Smoot Act), 1966, PL 89-522.
2. Part 135 of *Domestic Mail Manual*, 1970, PL 91-375.
3. Americans With Disabilities Act, 1990, PL 101-336.

State Statutes:

1. State Library for Blind Act, 1959 PA 127, MCL 397.491-397.495.
2. Library of Michigan Act, 1982 PA 540, MCL 397.11-397.24.
3. Library Privacy Act, 1982 PA 455, MCL 397.601-397.605.
4. Freedom of Information Act, 1976 PA 442, MCL 15.231-15.246 (except for records protected by the Michigan Library Privacy Act).
5. Michigan Handicappers' Civil Rights Act, 1975 PA 220, MCL 37.1101-37.1607.
6. Elliott-Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101-37.2804.
7. Part 126, Smoking in Public Places, of the Public Health Code, 1978 PA 368, MCL 333.12601-333.12617.

Regional and Subregional Libraries

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PHONE: (313) 274-2600
TTY: (313) 274-2600

Alpena: Northland LBPH
316 East Chisholm
Alpena, MI 49707
PHONE: (517) 356-1622
WATS: 1-800-446-1580

Ann Arbor: Washtenaw County LBPH
4133 Washtenaw Avenue
P.O. Box 8645
Ann Arbor, MI 48107
PHONE: (313) 971-6059

Clinton Township: Macomb Talking Book Library
16480 Hall Road
Clinton Township, MI 48038-1140
PHONE: (313) 286-1580

Detroit: Downtown Detroit LBPH
121 Gratiot Avenue
Detroit, MI 48226
PHONE: (313) 224-0580
TTY: (313) 224-0584

Farmington Hills: Oakland County LBPH
32737 West Twelve Mile Road
Farmington Hills, MI 48334
PHONE: (313) 553-0300
TTY: (313) 553-0320

Flint: Mideastern LBPH
G-4195 West Pasadena
Flint, MI 48504
PHONE: (313) 732-1120

Grand Rapids: Kent County LBPH
775 Ball Avenue, NE
Grand Rapids, MI 49503
PHONE: (616) 774-3262

Marquette: Upper Peninsula LBPH
1615 Presque Isle Avenue
Marquette, MI 49855
PHONE: (906) 228-7697
WATS: 1-800-562-8985

Muskegon: Muskegon County LBPH
635 Ottawa Street
Muskegon, MI 49442
PHONE: (616) 724-6257

Port Huron: Blue Water LBPH
210 McMorran Boulevard
Port Huron, MI 48060
PHONE: (313) 982-3600

Traverse City: Grand Traverse Area LBPH
322 Sixth Street
Traverse City, MI 49684
PHONE: (616) 922-4824

Library of Michigan
Service for the Blind and Physically Handicapped

LOAN POLICY

The following policies govern the circulation of books and equipment to eligible blind and/or physically handicapped readers of the Library of Michigan Network of Libraries for the Blind and Physically Handicapped and are intended as the basis for any local policies. Eligible readers who borrow materials from the library accept responsibility for using materials with reasonable care, returning them to the lending agency according to established loan policies, and not losing or damaging them through negligence. Violation of this policy can result in suspension of some or all library services.

Policy

Braille books and recorded books and specialized playback equipment will be loaned by the library to eligible registered readers without charge. Records will be kept of all such loans. The borrower should notify the library of changes of address, a desire to cancel the service, or temporary or permanent transfer of service to another geographic area.

Books and equipment will be loaned to registered readers as long as they are eligible and as long as they actively use the materials during each twelve month period.

Equipment necessary to read the recorded materials may be borrowed on extended loan for as long as the borrower is using it to read materials provided by the library. In the event that a machine ceases to function properly or needs repair, it should be returned to the library, and a replacement will be provided. Under no circumstances should a borrower attempt to repair the playback equipment or accessories.

A borrower in good standing may have a maximum of fifteen books in each format (braille, disc, and cassette) loaned to him or her at any one time. In special circumstances, a borrower may request an increase in the maximum number. The loan period for books is eight weeks. No fines for overdue books will be levied; however, borrowers are urged to observe the loan period so books can be available for other readers.

The borrower will ensure that books, magazines, and equipment being returned to the library by free matter are delivered into the hands of the United States Postal Service by being placed in a mailbox or delivered to the post office. Placing them on the doorstep of the borrower's home for the mail carrier to pick up does not constitute delivery into the hands of the postal service.

Borrowers may not lend library books, magazines, or equipment to other persons.

In case of repeated verbal abuse of library staff by a borrower, in-person or telephone service to that borrower may be suspended by the library.

Suspension Procedures

In the event that any of these policies are violated repeatedly, the borrower's service may be suspended for a period of time after being given a written warning and an opportunity to reply. If after reinstatement of service, abuse continues, service may be suspended again.

In the event of suspension, the following steps will be taken:

1. The library will first discuss the problem noted with the patron by telephone or in person if possible. A warning letter will be sent that summarizes the discussion and/or the problem and provides an opportunity for the patron to reply.
2. If service abuse recurs, a second written communication will be sent to the patron citing the earlier warning letter, listing examples of subsequent abuse, giving the patron an opportunity to reply by a certain date, and then suspending the service for a stated period (up to six months). A specific date for resumption of service will be included in this letter.
3. When the service is resumed, a letter will be sent to the borrower notifying them of the resumption of the service and reminding the patron that further recurrences will result in another suspension of service as it relates to the documented abuse.

Wayne County Regional Library for the Blind and Physically Handicapped

The following policies govern the circulation of books and equipment to eligible blind and/or physically handicapped readers of the Wayne County Regional Library for the Blind and Physically Handicapped and its Downtown Detroit Subregional Library.

Eligible readers who borrow materials from the library accept responsibility for using materials with reasonable care, returning them to the lending agency according to established loan policies, and not losing or damaging them through negligence. Violation of this policy can result in suspension of some or all library services.

LOAN POLICIES

Large Print books, recorded books, and specialized playback equipment will be loaned by the library to eligible registered readers without charge. Records will be kept of all such loans. The borrower should notify the library of changes of address, a desire to cancel the service, or temporary or permanent transfer of service to another geographic area.

Books and equipment will be loaned to registered readers as long as they are eligible and as long as they actively use the materials during each twelve month period.

Equipment necessary to read the recorded materials may be borrowed on extended loan for as long as the borrower is using it to read material provided by the library. In the event that a machine ceases to function properly or needs repair, it should be returned to the library. Upon request, a replacement will be provided. *Under no circumstances should a borrower attempt to repair the playback equipment or accessories.*

A borrower in good standing may have a maximum of fifteen books in each format (disc and cassette) loaned to him or her at any one time. In special circumstances, a borrower may request an increase in the maximum number. The loan period for books is eight weeks. No fines for overdue books will be levied; however, borrowers are urged to observe the loan period so books can be available for other readers.

The borrower will ensure that books, magazines, and equipment being returned to the library by free matter are delivered into the hands of the United States Postal Service by being placed in a mailbox or delivered to the post office. Placing them on the doorstep of the borrower's home for the mail carrier to pick up does not constitute delivery into the hands of the Postal Service.

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SUSPENSION PROCEDURES

In the event that any of these policies are violated repeatedly, the borrower's service may be suspended for a period of time after being given a written warning and an opportunity to reply. If, after reinstatement of service, abuse continues, service may be suspended again.

In the event of suspension, the following steps will be taken:

1. The library will first discuss the problem noted with the patron by telephone or in person if possible. A warning letter will be sent that summarizes the discussion and/or the problem, and provides an opportunity for the patron to reply.
2. If service abuse recurs, a second written communication will be sent to the patron citing the earlier warning letter, listing examples of subsequent abuse, giving the patron an opportunity to reply by a certain date, and then suspending the service for a stated period (up to six months). A specific date for resumption of service will be included in this letter.
3. When the service is resumed, a letter will be sent to the borrower notifying him or her of the resumption of the service and reminding the borrower that further recurrences will result in another suspension of service as it relates to the documented abuse.

Library of Michigan
Service for the Blind and Physically Handicapped

COLLECTION DEVELOPMENT POLICY

A. Introduction

Michigan citizens who are registered to receive service from the Library of Michigan Service for the Blind and Physically Handicapped (SBPH) network should have access to the same books and information made available to citizens through Michigan's public libraries. The Library of Michigan SBPH should offer standard, classic and informative titles plus works of popular interest which reflect the diverse needs of the readership. The Library of Michigan SBPH adheres to the selection criteria and guidelines stated in the Library of Congress National Library Service for the Blind and Physically Handicapped (LC/NLS) *Selection Policy for Reading Materials*. The Library of Michigan SBPH also adheres to the *Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped* (American Library Association, 1984) which states: "Regional and subregional libraries shall produce special format materials emphasizing user demand and titles of regional and local significance."

B. Purpose

The Library of Michigan SBPH maintains at least one serviceable copy of the LC/NLS mass produced collection in recorded and braille formats. The Audio Materials Production Program of the Library of Michigan SBPH uses volunteer transcribers to record or braille materials pertaining to Michigan and the Great Lakes area and materials for use by the Legislature and state government agencies. The purpose of this policy is to provide selection guidelines for materials to be transcribed by volunteers and to furnish a retention policy for the entire collection.

C. Responsibility

The responsibility for the selection and retention of materials rests with the Library of Michigan SBPH administrator as directed by the State Librarian. To aid in selection, the SBPH administrator will designate members of the SBPH staff to assist in specific subject areas.

D. Selection Criteria for Audio and Braille Production

1. Books and magazines focusing on Michigan and the Great Lakes area. This includes all areas of non-fiction and fiction with a Michigan or Great Lakes setting.
2. Books written by authors closely identified with Michigan or the Great Lakes area.

3. Materials including, but not limited to, books, documents and magazine articles for the use of the Legislature and state government agencies.

E. Considerations for Selection

1. The quality of the writing will be considered when determining whether or not the material will be transcribed. One measure will be favorable reviews in standard reviewing sources.
2. Normally the Library of Michigan SBPH will not record or braille materials available from LC/NLS or other readily accessible sources. If the item is only available in a format the requestor cannot use, an exception may be made.
3. The materials must be within the capability of available volunteer narrators or braillists. The complexity of the text, the difficulty of translating charts or illustrations into braille or narrative, the use of foreign language words and phrases and other elements in the text will be considered.
4. A commitment to transcribe any magazine will only be made if such transcription can be done in a continually timely fashion and of a continually acceptable quality.

F. Retention

The Library of Michigan SBPH will keep at least one copy of each LC/NLS mass produced title unless the title has been withdrawn by LC/NLS. Extra copies of titles will be disposed of when the demand for them abates. Disposal will be through the LC/NLS program.

The Library of Michigan SBPH volunteer produced collection will be evaluated on a regular basis. Titles will be removed if they are later found to be readily available from other sources. Titles will be removed if the materials are obsolete or if the quality of the transcription or the physical condition of the materials is poor.

G. Gifts

The Library of Michigan SBPH is grateful for gifts of braille and recorded materials. The Library of Michigan SBPH reserves the right to decide which gifts should be added to the collection. It also reserves the right to give to other libraries or otherwise dispose of gift materials that are not added to the collection. All gift materials selected must meet the criteria of this Collection Development policy. Physical condition and quality of brailling or narration will be considered when accepting gifts.

H. Review

This policy will be reviewed on a regular basis.

Wayne County Regional Library for the Blind and Physically Handicapped

COLLECTION DEVELOPMENT POLICY

Introduction

The collection development policy of the Wayne County Regional Library for the Blind and Physically Handicapped reflects, first and foremost, the policy described in the *Network Library Manual*, Section 6.1 and attachment. This manual is provided to all network libraries by the National Library Service of the Library of Congress. The major portion of the Wayne County Regional's collection is provided by NLS/BPH in audio format and is covered by the above mentioned policy.

In addition to the materials provided by NLS, other items are integrated into the collection. The following statements refer to those materials which are purchased from commercial sources, recorded for the collection by staff or volunteers, or added to the collection in any other manner.

Purpose

The purpose of this policy is to guide librarians and to inform the public about the principles upon which decisions are made when adding or withdrawing materials from the library's collection.

Definition

Collection development refers to the on-going activity of systematic acquisition and removal of library materials. Library materials can be in various formats - audio, print, video, electronic or realia.

Goal of the Collection Development

To maintain a well balanced collection of materials for entertainment, enlightenment and information.

Responsibility

The responsibility for collection development rests with the Regional Librarian, who may delegate staff members to interpret and apply policy on a day to day basis.

The Regional Librarian welcomes, and will consider for possible inclusion in the collection, recommendations from registered patrons and other interested persons.

General Principles of Collection Development

Basic to this policy is the Library Bill of Rights, a copy of which is appended.

Selection is based on the merits of a work in relation to the needs, interests and demands of the library patrons.

Library materials will not be marked or identified to show approval or disapproval of the contents, nor will they be sequestered except for the purpose of protection from damage or theft.

Specific Principles of Collection Development

Materials will be included in the collection based upon accuracy, current usefulness, permanent value, authority of author, relation to existing collection, scarcity of information in subject area, price, format, ease of use, popular demand and availability of material from other sources such as interlibrary loan.

Textbooks

Textbooks will not ordinarily be added to the collection.

Gifts

The library welcomes gifts of books and other materials. These gifts will be included in the collection by applying the same criteria as for purchased material.

Maintenance of the Collection

The collection shall be examined annually for the purpose of eliminating obsolete, damaged or unneeded materials in order to maintain a useful, well balanced collection.

Revision of Policy

This policy may be revised as time and circumstances require.

Library of Michigan
Service for the Blind and Physically Handicapped

INTERLIBRARY LOAN POLICY AND PROCEDURES

Introduction

A free national library program of braille and recorded materials for blind and physically handicapped persons is administered by the National Library Service (NLS) for the Blind and Physically Handicapped, Library of Congress. With the cooperation of authors and publishers who grant permission to use copyrighted works, NLS selects and produces full-length books and magazines in braille and on recorded disc and cassette. Reading materials are distributed to a cooperating network of regional and subregional (local) libraries where they are circulated to eligible borrowers. Reading materials and playback machines are sent to borrowers and returned to the library by postage-free mail.

Established by an act of Congress in 1931 to serve blind adults, the program was expanded in 1952 to include children, in 1962 to provide music materials and again in 1966 to include individuals with other physical impairments that prevent the reading of standard print.

The Library of Michigan Service for the Blind and Physically Handicapped (SBPH) is the regional library for all Michigan except Wayne County. The Library of Michigan SBPH and its network of ten subregional libraries provide recorded book service to eligible individuals and institutions in 82 Michigan counties. Wayne County has a regional library located in Wayne, Michigan, with a subregional library in Detroit. These two libraries provide recorded book service to eligible individuals and institutions in Wayne County. Braille service is provided for the entire state, including Wayne County, directly from the Library of Michigan SBPH in Lansing.

Philosophy

The Library of Michigan SBPH is committed to furnishing registered library users with the books they want to read in a timely fashion. The entire collection of nationally distributed recorded and braille books and magazines available from NLS is housed at the Library of Michigan SBPH. This collection supplements collections held by subregional libraries. The materials housed at the Multistate Center East (MSCE) and the Multistate Center West (MSCW) include special collections and copies of the nationally distributed titles which are used to further supplement the collection held by the Library of Michigan SBPH. Titles produced and held by other regional libraries in the NLS network are also used to supplement Library of Michigan SBPH's collection.

Purpose

The Library of Michigan SBPH coordinates the borrowing of special format library materials for library users registered with the Library of Michigan SBPH and its network of subregional libraries in accordance with the hierarchical structure for interlibrary loan procedures recommended in the NLS *Network Library Manual* (section 8.5.1.2). Using BLND, the database produced by NLS, the Library of Michigan SBPH assists library users and subregional libraries with identification and location of specific items. The Library of Michigan SBPH then arranges to borrow or otherwise acquire the desired items as outlined in the following procedures. Library materials produced by volunteers in Michigan are housed at the Library of Michigan SBPH. These are sent to other libraries in the NLS network upon request.

The Library of Michigan SBPH interlibrary loan policy has been designed to facilitate lending and borrowing of special format library materials at the state and national levels. Lending and borrowing at the international level will follow procedures outlined in the NLS *Network Library Manual* (section 8.5.2).

Definitions

Interlibrary loan is a transaction in which library material is made available from one library to another or from one library directly to another library's reader. Interlibrary loan is used in the NLS network to mean both loan and exchange of blank cassette tapes or brailling paper. There are no service charges for either activity.

NLS nationally distributed special format materials include books and magazines in braille and recorded on disc and audio cassette tape that are mass-produced and distributed to regional and subregional libraries in the NLS network on a quota basis.

NLS special collections refer to limited production items such as foreign language materials, back issues of magazines and copies of older press and handcopied braille books.

Volunteer produced materials refer to items that are transcribed into braille or onto audio cassette tape by individuals who volunteer for a NLS network library.

Protocol

In all instances, the Library of Michigan SBPH will first try to fill an interlibrary loan request from its collection of NLS nationally distributed books and magazines and its collection of volunteer produced books and magazines. When the requested item is not available at the Library of Michigan SBPH, the request will be forwarded to the appropriate multistate center. (See *Network Library Manual*, sections 8.5.1.4.1 and 6.11.)

Following are procedures for implementing the interlibrary loan policy for the Library of Michigan SBPH Network.

Section I.
Interlibrary Loan
(from Multistate Centers)

Blank cassette tape is available at the Multistate Center East (MSCE) and the Multistate Center West (MSCW) for the use of each regional library in the NLS Network. (See *Network Library Manual*, section 8.14.) This tape is used to produce cassette magazine submasters for magazines distributed by regional libraries to library users in their service areas and to fill interlibrary loan requests from regional or subregional libraries for copies of titles. Each regional library has a specific amount of cassette tape available for local use; cassette tape used by subregional libraries is subtracted from the regional library's quota. Tape is provided to each regional library through a quarterly quota based on national NLS readership.

If a library wishes to add a cassette title to its permanent collection through interlibrary loan, it requests the title for the library. If a library user wishes to borrow a title and the library does not wish to retain the copy in its collection, the title is requested for the library user. The library user will be given a three month loan period by the lending multistate center; the title must be returned to the multistate center.

Cassette titles duplicated for subregional libraries **are** deducted from the regional library's quota; cassette titles duplicated and loaned to library users **are not** deducted from the quota.

The Library of Michigan SBPH submits all requests for duplication for the regional library and for subregional libraries in the Library of Michigan SBPH network. When the Library of Michigan SBPH's quarterly quota of cassette tape is exhausted, requests from subregional libraries are held until the next quarter and then submitted. If one subregional library habitually uses excessive amounts of the quota, the Library of Michigan SBPH administrator will work with the subregional library to achieve an equatable solution.

Following are procedures for requesting items for subregional libraries and for requesting items for library users.

Section I. Procedure 1.

1. Interlibrary loan requests requested for subregional libraries.

1.1 Title request received at the Library of Michigan SBPH via telephone, telefax or by mail.

1.2 If title is available in the Library of Michigan SBPH collection, it is sent to the subregional library.

1.3 If title is not available in the Library of Michigan SBPH collection:

1.3.1 Request is held for approximately one week at the Library of Michigan SBPH and rechecked. If title is then available, it is sent to the requesting subregional library.

1.3.2. If title is not available within one week or title is from a special collection, request is sent to the appropriate multistate center by the Library of Michigan SBPH.

(a) Most recorded and braille materials are requested via NLSNET, a computer system developed for, and operated by NLS.

(b) Limited edition braille materials are requested using MSCMIDLANDS BRA REQUEST LIST.

(c) Foreign language materials are requested using NLS INTERLIBRARY LOAN REQUEST, FORM 73-121E.

1.3.3 If title is available at the multistate center, it is sent to the requesting library and the Library of Michigan SBPH is notified via NLSNET and/or the U.S. Mail.

1.3.4 If title is currently not available at the multistate center, it is put on reserve.

1.3.5 The multistate center holds reserve for 7-10 days.

(a) After 10 days, cassette (RC) titles are duplicated and mailed to the requesting library. The Library of Michigan SBPH is notified via NLSNET and/or the U.S. mail.

(b) After 10 days, disc (RD and TB) and braille (BR and BRA) titles are removed from the reserve list and put on *NLS Book Wanted List* where they remain for up to six months. After six months, the Library of Michigan SBPH is notified that the request cannot be filled and the title is removed from the *NLS Book Wanted List*. The Library of Michigan SBPH notifies the subregional library of this action by telephone or telefax.

1.3.6 When a title is sent by a multistate center, put on reserve, added to the *NLS Book Wanted List* or dropped from the *NLS Book Wanted List*, MSCE or MSCW notifies the Library of Michigan SBPH and the Library of Michigan SBPH notifies the subregional library via NLSNET and/or the U.S. mail.

Section I. Procedure 2.

2. Interlibrary loan requests for library users.

2.1 Title request received at the Library of Michigan SBPH from subregional library for library user via telephone, telefax or the U.S. mail.

2.2 If title is available, it is sent directly to the library user by the Library of Michigan SBPH.

2.3 If title is not available, request is sent to the appropriate multistate center as described in Procedure 1.3.2.

2.4 The multistate center either sends title directly to the library user or follows the reserve and notification procedures outlined in Procedure 1.3.4 - 1.3.5.

2.5 Request for limited edition hand copied braille titles are held indefinitely. The Library of Michigan SBPH is notified when they are sent via NLSNET and/or the U.S. mail.

Section II
INTERLIBRARY LOAN PROCEDURES
(From Other Regional Libraries)

Regional libraries in the NLS network of libraries serving the blind and physically handicapped produce books and magazines on cassette tape and/or in braille. These materials are available for all users of NLS network services. Library of Michigan SBPH requests titles produced by other regional libraries and responds to requests for titles produced for Library of Michigan SBPH by volunteer narrators.

Section II. Procedure 1.

1. Requests for titles by the Library of Michigan SBPH library users that are produced by other regional libraries.

1.1 Title request received at the Library of Michigan SBPH.

1.2 If title is on cassette tape, title request and replacement cassettes are sent to originating library using request letter. The Library of Michigan SBPH is notified when title is sent via U.S. mail.

1.3 If title is in braille, title request is sent to originating library via personalized letter. The Library of Michigan SBPH is notified when title is sent via U.S. mail.

1.4 Title sent directly to requesting library user.

Section II. Procedure 2.

2. Requests for titles on cassette produced by the Library of Michigan SBPH volunteer narrators by other NLS network libraries.

2.1 Title request received at the Library of Michigan SBPH via telephone or U.S. mail.

2.2 Library of Michigan SBPH requests replacement tapes from requesting library.

2.3 Replacement tapes received at the Library of Michigan SBPH.

2.4 Titles on cassette are duplicated and mailed directly to the library user unless the request specifies title be mailed to the requesting library.

2.5 Titles needed for educational or professional purposes are given priority.

Wayne County Regional Library for the Blind and Physically Handicapped

INTERLIBRARY LOAN POLICY

Introduction

The National Library Service for the Blind and Physically Handicapped of the Library of Congress provides the Wayne County Regional Library for the Blind and Physically Handicapped and its Downtown Detroit Subregional Library with books and magazines in recorded format. In addition, books and magazines are recorded and housed by Regional Libraries and various agencies and organizations throughout the country. Also, books in recorded format are housed at two Multistate Centers for loan to eligible readers.

In order to provide the best possible response to readers' requests, the Regional and Subregional Libraries must, from time to time, go beyond their own collections and request, on behalf of their patrons, materials from other sources. This policy statement addresses that situation.

Purpose

The purpose of the Interlibrary Loan Policy is to ensure that eligible readers have access to the greatest variety possible of reading materials in appropriate format. The Policy ensures that print handicapped patrons will receive library service that is as similar as possible to service received by the non-handicapped. It also ensures that access to materials will be consistent to all patrons, without regard to geographic location.

Definition

Interlibrary loan is the process by which library materials are made available from one library to another, or from one library directly to the patron of another library. This process enables patrons to have access to titles and copies not available at their own Network Library.

Goal of Interlibrary Loan

The goal is to provide desired materials to readers in a timely fashion.

Responsibility

The responsibility for implementing the Policy lies with the Regional and Subregional Librarians. However, the process is delegated on an ongoing basis to library staff members who ordinarily supply patrons with requested reading materials.

Principles of Interlibrary Loan

Material is interloaned when the patron's library is unable to supply material about which the patron has expressed a need or specific interest. Reasons for not being able to supply the material might include: (1) not owning the book (2) in-library copies are damaged and awaiting repair (3) all copies are checked out and not due back within patron's required time frame (4) copies are out overdue and attempts to retrieve them have been unsuccessful.

The decision to interloan is based on mutual decisions made during the reference interview. The patron should always be made aware of the library's ability and willingness to interloan.

Established procedures are on file at the Wayne County Regional LBPH and the Downtown Detroit Subregional LBPH.

Revision

This policy may be revised as time and circumstances require.

National Library
Service for the Blind and Physically Handicapped

Sublending Agency Service Agreement for Sound Reproducers and Other Reading Equipment

WHEREAS, the (official name of parent machine-lending agency), (hereinafter (appropriate short title)) is part of the national program of free library services to blind and physically handicapped persons administered by the Library of Congress, National Library Service for the Blind and Physically Handicapped; and

WHEREAS, the (short title) has joined in agreement with the Library of Congress, National Library Service for the Blind and Physically Handicapped, to be a Lending Agency of sound reproducers and other reading equipment; and

WHEREAS, as a Machine-Lending Agency, pursuance of the national program involves the loan to and use by blind and physically handicapped readers in the State of reading material in a variety of nonprint formats and appropriate equipment for their use which is the property of the Library of Congress; and

WHEREAS, _____

_____

(hereinafter "Sublending Agency") is particularly suited to assist in the execution of the program entrusted to the (short title) in the State of _____.

NOW THEREFORE, in order to cooperate in making sound reproducers and other reading equipment available to the blind and physically handicapped, the parties hereby agree as follows:

A. Eligibility

Eligibility, its determination and certification is specified in 36 CFR 701.10.

B. Eligibility Approval

The (short title) because of its responsibility for the ongoing provision of Library service, is the agency responsible for final approval of eligibility within the state. Implementation will normally be limited to (short title) review of applications which the sublending agency has evaluated as ineligible. The sublending agency, within one working day, will forward these applications to the (short title) Director for review, signature, and return to the sublending agency. Should the (short title) Director judge the applicant eligible, the sublending agency must act upon the application immediately upon its return from the (short title). Application for service may not be denied without the signed concurrence of the (short title) Director. The Library of Congress is responsible for decision on final eligibility at the national level and for resolving questionable instances of eligibility, when agreement cannot be reached at the local level.

C. Designation of Sublending Agency

1. With prior approval of the Library of Congress and in coordination with the (parent agency of MLA) and the (short title), sublending agencies may be designated by the (short title) to assist in the distribution of sound reproducers and other reading equipment.

2. Any sublending agency so designated will enter into a written agreement with the (short title) and the (parent agency of MLA); assuring all provisions of this agreement are adhered to. A copy of the signed agreement will be furnished to the Library of Congress for each sublending agency assisting in the program.

D. Transfer of Sound Reproducers and Other Reading Equipment

Sound reproducers and other reading equipment remain the property of the Library of Congress. Upon receipt of written instructions from the (short title), the Sublending Agency will ship all or any portion specified of unassigned inventory to designated locations.

E. Responsibility of the (short title)

1. The (short title) will instruct the Sublending Agency as to use and maintenance of furnished sound reproducers and other reading equipment and accessories.

2. The Sublending Agency, using the free mailing privilege, will employ the United States Postal Service as carrier for the transportation of Library of Congress supplies, equipment, and accessories.

3. In cases where it can definitely be shown that a hardship exists at the Sublending Agency whereby the program will suffer, the (short title) will write to the Library of Congress and the Library of Congress, upon prior written approval, will reimburse the Sublending Agency for costs incurred for transportation of sound reproducers and other reading equipment. Costs incurred without the Library of Congress' prior written approval will not be reimbursed. Requests for approval must be in writing and must include:

   a. A justification as to why the Postal Service cannot be employed,

   b. The cost involved per trip, and

   c. The cost per article transported.

Invoices for reimbursement shall be forwarded to the Library of Congress within thirty (30) days of invoice date. In the event that conditions causing the hardship improve, the Library of Congress shall be notified immediately.

4. The (short title) will make arrangements with the Library of Congress when informed by the Sublending Agency of its need for mailing cartons for sound reproducers and other reading equipment.

5. The (short title) will make requests to the Library of Congress for needed sound reproducers and other reading equipment.

6. The (short title) will make arrangements for the repair of sound reproducers and other reading equipment and will inform the Sublending Agency of the procedures.

F. Responsibility of the Sublending Agency

1. The Sublending Agency will serve all persons eligible for service within its designated geographical service area.

2. The Sublending Agency will have custodial responsibility for all sound reproducers, other reading equipment and accessories assigned to it, and will take normal security precautions for their safekeeping.

3. The Sublending Agency will maintain inventory control over all sound reproducers and other reading equipment assigned to it, and will provide the following information as requested by the (short title) with reasonable promptness:

   a. The number of machines received from the (short title) or Library of Congress, date of receipt, and the number on hand awaiting assignment—by model number, and serial number;

   b. The number of machines in need of repair, model number, and serial number;

   c. The number of machines assigned, providing access to location information by type of machine, serial number, and by the name of the person or institution holding the machine; and

   d. The number of accessories received, assigned, and the number on hand awaiting assignment, by type of accessory.

4. The Sublending Agency will make available all pertinent files to duly authorized representatives of the (short title), the Library of Congress, or of the General Accounting Office if requested.

5. It is the responsibility of the Sublending Agency to assure the confidentiality of records relating to recipients of the Library of Congress reading equipment. The records are confidential except for those portions defined by local law as public information. It is the responsibility of the Sublending Agency and the Lending Agency to inform the reader at the time he makes application for service of the extent to which the information provided may be released to other individuals, institutions, or agencies.

6. Theft of equipment will be simultaneously reported to the local police and the (short title) as soon as discovered.

7. Subject to availability, the Sublending Agency will assign and ship reading equipment and accessories to eligible persons within three (3) working days of receipt of an acceptable application and adequate information for service. Where personal delivery of machines is furnished delivery time may be extended to a period not to exceed ten (10) working days following receipt of application, providing the applicant is notified within three (3) days of the application's acceptance, of the agency's intention to deliver and offered the alternative of delivery by the U.S. mail.

8. The Sublending Agency will use the application form for service provided by the (short title).

9. Sublending Agency will:

   a. Maintain effective liaison with the (short title) in their joint effort to communicate with eligible persons and provide them with the best service possible;

   b. Coordinate with and assist the (short title) in retrieving sound reproducers and other reading equipment and accessories from inactive readers.

10. Completed reports will be submitted to the (short title) by the Sublending Agency as required and in the time specified.

G. It will be the responsibility of the Sublending Agency, where possible, to instruct the readers regarding:

1. Reasonable care of sound reproducers and other reading equipment;
2. Repair service and the procedure for availing themselves of it;
3. Transfer of eligibility to another Lending Agency's service area when reader moves;
4. Necessity of notifying the Sublending Agency when taking sound reproducers and other reading equipment to another Lending Agency's service area.

H. Termination

It is understood that this agreement may be terminated by either party upon six (6) months written notice. Failure by either party to adhere to the provisions of this agreement will be considered just cause for its termination.

I. This agreement is subject to annual review

Accepted for:

_____	_____
(signature-Director of SLA's parent Agency)	*(name of MLA's parent agency)*
_____	_____
(Date)	*(signature-Director of MLA)*
_____	_____
(signature-Director of SLA)	*(Date)*
_____	_____
(Date)	*(Director (of MLA's parent agency)*
	_____
	(Date)

American Library Association Revised Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped, 1984

TABLE 2

Guidelines for Determining Minimum Space Requirements

Area	Minimum Size (sq. ft.)	Comments
Reception	200	Continuously staffed and properly furnished
Reading room	400	•Located near the reception area •Stocked with catalogs, brochures, books and magazines on disc, cassette, and braille •Includes tables with talking book and cassette machines equipped with earphones for private listening •Low-vision aids •Aid for users with physical handicaps
Work area for clerical staff and volunteers	150-175 per person	Space required for desks, user files and records, automated equipment, and passageways
Offices	125 for each person	Private offices for at least the head and the assistant head
Recording, tape duplicating and storage	600	Includes space for recording booth, duplicating units, and shelving for master tapes and blank tapes
Shipping and receiving	1,500	Includes a loading dock accessible to the postal truck
Equipment and supply storage	800	For storage of catalogs, brochures, and a 3-month supply of machines
Equipment repair	500	Should have adequate electrical outlets
Conference room	500	Should be available
Staff lounge	300	Should be available
Book stacks	See Table 3	Square footage required must be estimated after calculating linear feet of shelving

Note: Network libraries located in the administering library may adapt the square footage requirement for shared spaces.

GLOSSARY

Multistate Centers. Agencies operating under a contractual agreement with NLS to provide material support services to network libraries in an assigned geographic portion of the network.

Network Library. General term for NLS regional libraries, subregional libraries or machine lending agencies. In Michigan, this refers to all regional and subregional libraries serving the blind and physically handicapped.

NLS. Commonly used abbreviation for National Library Service for the Blind and Physically Handicapped, Library of Congress.

Professional Librarian. Refers to a librarian who has a master's degree or its equivalent from a library school accredited by the American Library Association.

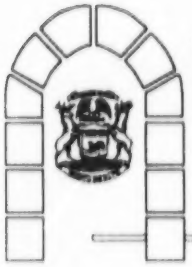
Regional Library. A library for blind and physically handicapped individuals which is administered by a state library agency, public library or agency for the blind. It must be designated by NLS to administer library services to the residents of a specific geographic area. There are two regional libraries in Michigan, one which serves Wayne County and one which serves the remaining 82 counties.

Request. A book chosen by a borrower which will be circulated to the borrower in accordance with the service option designated.

Reserve. A book chosen by a borrower which will be sent to the borrower as soon as it is available regardless of the service option designated. If there are several open reserves for the same title, they will be filled in chronological order based on the reserve date, earliest date first.

Subregional Librarian. Refers to the individual who has been designated as having primary responsibility for the operation of the subregional library.

Subregional Library. A department or unit of a library or library cooperative which provides service to the blind and physically handicapped residents of a specified area of the regional library's total service area. Designation requires approval of NLS, the regional library and the state library agency.



Library of Michigan

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